



**The time is nearly upon us..
Only one or two more sleeps to go!
The distant bells of Tapnell call
There's fresh paw prints in the snow...
We can't wait to see you
It's going to be a blast!
Your journey to help save Christmas Is here!
Hooray! At Last!**

**We can not wait to see you for your magical Christmas Experience
here with us at Tapnell Farm Park!**

Before you set out on your Big Adventure there are a few **VERY IMPORTANT
things to remember (PLEASE READ BEFORE YOUR VISIT!)**

- 1) We advise arriving at the **Farm Park at least 15 minutes** before your Christmas experience time slot is due to start to allow for traffic and any other delays. **Unfortunately – If you are late for your session, or miss it, we are not able to let you through at another time due to the nature of the event set up, the information Santa needs to interact with your child and the negative impact the delay would have on other customers experience.** If you are unable to attend due to illness, please call our reception team on 01983 758722 in advance so we can let Santa know.
- 2) **You will need to show your confirmation email as proof of purchase when you arrive (season pass holders will also have to show their valid Winter Season Pass).** If you have not received an email please check your junk/spam folder. The confirmation email also **contains a link to the letter from Sonny the Snowman** inviting your children to help her. You can write your child's name on this letter and give it to them prior to the big day to start the magic from home!
- 3) If you have combo tickets, please make your way to the Events Barn (just beyond the Straw Barn) and check into The Christmas Experience **10 MINUTES before your time slot.** There are toilets at the exit of the experience but please make sure you go before you arrive at the experience to save any delays. If you have booked a ticket that does not include Farm Park entry, then please head to the Events Box Office from the car park and show your confirmation email to our team there!
- 4) **Please check our website for all up to date opening times.**
- 5) **Anyone entering the Christmas experience must have a pre-booked ticket including Under 2's** (whether or not they are receiving a gift from Santa) any issues please call 01983 758722 or email hello@tapnellfarm.com asap.
- 6) **Anyone without a valid ticket will not be able to attend this event.** You can not buy tickets on the door and will not be able to add extra people to your booking.

7) The experience is approx. 45 mins from start to finish and will be in a barn so **please wrap up warm. It is undercover and the rain won't stop the event.**

8) **Adults do not receive gifts, sorry!** You have the gift of giving to get you through this time of year.

9) If someone in your group has a disability that you think we should be aware of **please let us know asap** before the day of the event so we can add a note to the booking. As sessions are now only small groups of friends/family up to 8 we are hoping they will be suitable for children with Autism – however if there is anything we need to be aware of please let us know ahead of the day.

10) Please be aware that certain parts of the experience will be enclosed and there is a simulation of movement in one area. Should you suffer from Claustrophobia or Motion Sickness please bear this in mind.

We have tried to make sure that the pathways are accessible for all, however, there is a light sprinkling of wood chip on the ground in places so please bear this in mind. There are also some uneven surfaces to walk on. Wheelchairs will be fine getting through but will need additional assistance.

11) Cameras are only allowed in Santa's grotto, at the end of the experience. **We politely ask that you do not photograph or film the rest of the experience so to not ruin the surprise for others, should it end up on social media.** There will be professional photos online over Christmas that you are welcome to share.

12) This year the children will receive a quality collectable plush toy from Santa. Every child will receive the same toy and they are suitable from birth (minus the swing tag) **These toys cannot be exchanged for other gifts.**

13) **Unfortunately, buggies are not able to come through the experience** and we advise leaving these in the car, small carriers are welcome. There will be an area by the experience where you could leave a buggy, however, this is unmanned and will be at your own risk.

If you can no longer make your booking **please let us know ASAP by calling 01983 758722 between 9am and 5pm or emailing hello@tapnellfarm.com.**

We are really looking forward to seeing you all soon and can not wait to share this magical experience with you all!